

## ABSTRACT OF THE DISCLOSURE

A system for optimizing a workers' compensation claims management process, which contains files relating to a workers' compensation claim of an injured individual is disclosed. The current workers' compensation claims management process is reviewed to determine if best practices are being followed. If the best practices are not being followed, the system implements them. The system further monitors the amended workers' compensation claims management process to determine if the best practices are being followed; and, will closely monitoring specific cases within the workers' compensation claims management process to determine if the best practices are not being followed.